

**From:** Judy & Leo Klohr  
**To:** PITECH@PRODIGY.NET  
**Date:** 11/11/01 10:28am  
**Subject:** Re: Case: 9712583

Sirs,

I am very disappointed in the fact that you direct your subscribers to update their Microsoft Browser, and even give them a link directly to the update site, but do not support your Netscape subscribers the same way. Is this another of Microsoft's Monopoly effects, or your own weak subscriber support?

Regards

Leo Klohr...

----- REPLY, Original message follows -----

Date: Saturday, 10-Nov-01 02:00 PM

From: PITECH@PRODIGY.NET \ Internet: (pitech@prodigy.net)  
To: Leo Klohr & Judy Occhetti-Klohr \ Internet: (judyandleo@prodigy.net)  
)

Subject: Case: 9712583

Dear Leo Klohr,

Thank you for writing and for using the Prodigy Internet service. We value your membership and are committed to bringing you an Internet experience that is much more in-depth, personalized and organized.

Since Prodigy Portfolio and Money pages require an upgrade to Netscape 6 for full functionality. You need to upgrade the Netscape Navigator on your system. You can upgrade it from the website <http://netscape.com>.

To ensure that you receive the most updated benefit information, go online to the Member Help Center at <http://myhome.prodigy.net/help/> to access updated information and quick solutions for any problems that you may encounter.

Thank you for being a Prodigy!

Sincerely,

Shawn  
Prodigy Customer Care

MTC-655